



VETERANS SERVICE OFFICER II

Characteristics of Work

This is journeyman-level case work involving the counseling and assisting of veterans and/or their dependents in the prosecution of claims for Department of Veterans Affairs benefits. The work involves responsibility for preparation, development, submission, monitoring, and prosecution of claims for compensation, pension, educational assistance, vocational rehabilitation, insurance, home loan guarantee, waivers of debt, medical treatment, domiciliary, nursing home and hospital care, counseling with clients, presentations before hearing and appeal panels, and preparation of legal briefs. The work involves review and evaluation of disability determinations, adjudication decisions and actions, medical evidence, military records, and personal testimony; and review and analysis of federal and state laws, regulations, adjudication procedures, Board of Veterans Appeals decisions, and Court of Veteran Appeals decisions. Incumbents prepare letters, briefs, reports and summaries; participate in training programs and conferences; and assist county Veterans Service Officers with case work. The work is subject to review by an administrative supervisor.

Examples of Work

Examples of work performed in this classification include, but are not limited to, the following:

Counsels and advises claimants emphasizing the right to due process and explains the appellate procedure; reviews applications, forms and documents prior to submitting them to governmental agencies to ensure that proper documents are utilized and all evidence of relevance is attached.

Prepares and presents cases before hearing and appeal boards.

Obtains reports, documents, statements, and other evidence in preparing and presenting claims before federal, state, and local agencies.

Secures service-connected compensation and non-service-connected pension, educational, and vocational benefits for the veteran by filing a claim on his/her behalf with the Department of Veterans Affairs.

Obtains death benefits for veteran's widow, children, and dependent parents by filing a claim on his/her behalf with the Veterans Administration.

Advises and assists veterans in securing insurance, Government Issue homes and direct loans from federal and state agencies.

Obtains hospitalization, domiciliary, and nursing-home care for claimants.

Is responsible for timely and accurate processing of claims by maintaining control over assignments and case records.

Reviews Department of Veterans Affairs adjudication and disability determination for grounds for appeal to higher authorities.

Prepares appeals by written brief for submission to the Board of Veterans Appeals in Washington, D.C.

Analyzes and applies medical evidence in relation to decisions rendered by various governmental agencies.

Analyzes findings and effectively conveys reasons for decisions to claimant, and if necessary, begins appeal procedures.

Serves as primary liaison for county and local Veterans service officers and the Department of Veterans Affairs.

Visits various counties in Mississippi for the purpose of informing and assisting county and local veterans service officers and claimants with the veteran's benefits and other civic activities.

Performs related or similar duties as required or assigned

Essential Functions

The essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring agency.

1. Prepares, develops, submits, monitors, and prosecutes claims for veterans.
2. Reviews and prepares letters, reports, summaries, briefs and appeals.

Minimum Qualifications

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

Sedentary Work: May occasionally walk or stand and/or occasionally move light objects, materials, etc.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Accommodation: Ability to adjust focus.

Speaking/Hearing: Ability to give and receive information through speaking and listening skills.

Motor Coordination:

While performing the duties of this job, the incumbent is regularly required to sit; and use hands to finger, handle or feel objects, tools or controls. The incumbent is frequently required to reach with hands and arms. The incumbent is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or bend.

Experience/Educational Requirements:

Education:

A Master's Degree from an accredited four-year college or university in public administration, counseling, social work, or a related field.

AND

Experience:

One (1) year of experience in work related to the above-described duties.

OR

Education:

A Bachelor's Degree from an accredited four-year college or university in public administration, counseling, social work or a related field.

AND

Experience:

Two (2) year of experience in work related to the above-described duties.

OR

Education:

Graduation from a standard four-year high school or equivalent (GED).

AND

Experience:

Six (6) years of experience in work related to the above-described duties.

Substitution Statement

Above graduation from a standard four-year high school or equivalent (GED), related education and related experience may be substituted on an equal basis.

Interview Requirements

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.